SCANDINAVIAN ACADEMY
For Training and Development

Course: Healthcare Performance Improvement

Code	City	Hotel	Start	End	Price	Language - Hours
288	Doha (Qatar)	Hotel Meeting Room	2025-09-07	2025-09-11	3950 €	En - 25

Introduction

This course includes some important issues such as Leading Change with Lean, Six Sigma, and Constraints Management which lays out an integrated approach for using three improvement methods that have proven to be the most effective way to transform hospital operations in terms of patient outcomes and experience, financial viability, and employee satisfaction.

This comprehensive course presents a strategy for managing bottlenecks, eliminating waste, reducing errors, and containing costs in healthcare organizations, as well as sustaining the gains achieved. Real-world case studies illustrate successful performance improvement implementations that have realized breakthrough operational and financial results.

Course Objectives

On completion of this course you should be able to:

- Assess the organization`s readiness for adopting a best-of-breed performance improvement strategy.
- Deploy an integrated performance improvement program and get far better results than with traditional methods
- Use Constraints Management to identify leverage points and break constraints that exist in all healthcare organizations
- Build a program that consistently meets milestones on time and on budget.
- Illustrate how to begin thinking at the system-level of complex healthcare

organizations and target high-impact opportunities.
- Know how to prevent common issues with sustaining improvement initiatives.

Course Outline

Performance Improvement in Healthcare

- These Are the Best of Times, These Are the Worst of Times
- What Is the Answer?
- It's All About . . . the Patient . . . the Money—Why Not Both?
- The History of Performance Improvement in Healthcare
- Complementary (Core) Methodologies
- Three Windows: Constraints Management, Lean, and Six Sigma
- Conclusion

Constraints Management Applications in Healthcare

- The Evolution of Constraints Management
- Early Applications
- Constraints Management Terminology for Healthcare Systems Thinking
- The Goal
- Throughput
- Constraints
- The Five Focusing Steps
- Applications of Constraints Management
- Thinking Processes
- Buffer Management and Supply-Chain Logistics
- Critical Chain Project Management
- Finance and Measures

An Integrated Approach to Deploying Performance Improvement

- Who Leads the Performance-Improvement Deployment?
- Performance-Improvement Program Management Office
- Prioritization
- Deployment Team
- What Does a Mature Hospital Performance- Improvement Deployment Look Like?
- Governance
- Staffing
- Finance
- Visibility
- Non-delegable Responsibilities of Leadership
- Burning Platform
- Transactional versus Transformational Leadership
- Leadership Coaching
- Managing Upward
- What Is a Robust Deployment Approach?
- Four-Phase Integrated Performance-Improvement Approach
- Assess
- Plan
- Apply
- Sustain

Assessment

- Strategic Gap Analysis
- Performance-Improvement Maturity Assessment
- Change-Readiness Assessment
- Organizational Performance Review
- System-Level Value-Stream Analysis
- Initiating the SystemVSA
- SystemVSA Outputs
- System Constraint Analysis
- Intermediate Objectives (IO) Map

- Focused Current Reality Tree (fCRT)
- Identify System Constraint

Planning for Deployment

- Why Plan?
- Timeline
- Deployment Metrics
- Governance
- Who Are Performance-Improvement Practitioners?
- Lean
- Six Sigma
- Constraints Management
- Advanced Practitioners
- What Do Advanced Practitioners Do?
- Where Do Advanced Practitioners Come From?
- Practitioner Selection
- Practitioner Development
- Mentoring: An Art and a Science
- Mentoring Drives Results
- Practitioner Utilization
- Deployment Communications
- Communication Plan
- Communications Planning Summary
- Project Selection
- Project Sources
- Constraints
- Strategic Imperatives Identified by Leadership
- Project Prioritization
- First Projects
- Critical Chain Project Management (CCPM) for Performance-Improvement Project Portfolios

Application of the Right Tool to the Right Problem

- Project Chartering and Execution
- Project Chartering
- Improvement Approach Selection
- Process-Level Value Stream Analysis
- Pre-event
- Event
- Post-event
- Quick Hits
- Rapid Improvement Workshops
- Pre-event
- Event
- Post-event
- Six Sigma Project
- Apply the DMAIC Methodology
- Reporting, Project Review, and Approval Process
- Reporting
- Project Reviews
- Approval Process
- Balanced Scorecard
- Generating Innovative Solutions
- Theory of Inventive Problem Solving (TRIZ)

Sustainment

- Organic Capability
- Program Oversight
- Succession Planning
- Mentoring Revisited
- Training
- Integrated Change Management

- Barriers to Change
- Success Factors
- Change-Management Tools and Methods
- Benefits and Return-on-Investment (ROI) Validation
- Deployment Planning for ROI
- Role of the CFO
- Common Failure Modes
- Replication
- Taking Performance Improvement to the Next Level
- Introducing Constraints Management into Lean and Six Sigma Cultures
- How To Retool Performance-Improvement Programs

The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

- **Theoretical Lectures:**
  - We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.
- **Scientific Assessment:**
  - We evaluate trainees skills before and after the course to ensure their progress.
- **Brainstorming and Interaction:**
  - We encourage active participation through brainstorming sessions and applying concepts through role play.
- **Practical Cases:**
  - We provide practical cases that align with the scientific content and the participants specific needs.
- **Examinations:**
  - Tests are conducted at the end of the program to assess knowledge retention.
- **Educational Materials:**
  - We provide both printed and digital scientific and practical materials to participants.
- **Attendance and Final Result Reports:**
  - We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.
- **Professionals and Experts:**
  - The programs scientific content is prepared by the best professors and trainers in various fields.
- **Professional Completion Certificate:**
  - Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.
- **Program Timings:**
  - Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.